GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:5799
ANSWERED ON:04.05.2005
TELEPHONE ADALATS IN BIHAR
Yadav Shri Giridhari

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the dates on which Telephone Adalats were organised in each district of Bihar during the last two years;

(b) the number of cases received by the Adalats during the said period, district-wise;

(c) the number of cases disposed off; district-wise; and

(d) the details of the relief provided to telephone subscribers alongwith the rules for organising Telephone Adalats?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) to (d) The details are given in Annexure −I & II

Annexure-I

DETAILS OF THE TELEPHONE ADALATS HELD IN BIHAR DURING THE LAST TWO YEARS

Name of SSA	01-04-2003 to 31-03-2004 Date of holding of Adalat	No. of cases received	No. of cases disposed	Details of relief given (Rs)	01-04-2004 to 31-03-2005 Date of holding of Adalat	No, of cases received	No. of cases disposed	Details of relief given (Rs)
Ara	10-06-2003	28	28	10959	27.04.04	40	40	193210
	17-01-2003	51	51	70000	30.11.04	37	33	50186
Bhag-alpur	09-05-2003	13	13	56	24-07-04	00	00	00
	30-07-2003	08	08	00	22-09-04	35	23	00
	20-11-2003	26	23	7927				
	09.07.2003	19	19	4502	08-07-04	36	36	1857
Begusarsai								
	09.10.2003	37	37	6000	21.09.04	36	36	13000
	09-03-2004	64	64	10000	01-02-05	24	24	12000
	26.06.2003	48	48	16122	02.07.04	21	21	6985
Bettiah								
	02.07.2003	30	30	22294	06.07.04	36	36	22906
	04.07.2003	25	25	20400	08.07.04	17	17	11663
	04.11.2003	98	98	94220	18.01.05	20	20	7509
	06.11.2003	32	32	234410	24.01.05	40	40	126946
	24.11.2003	35	35	31351	25.01.05	03	03	648

Chapra	20-07-2003	136	136	59134	15-08-04	18	18	1163
	06-11-04	38	38	13480				
Darbhanga								
	15-09-2003	46	46	63053	26-06-04	102	102	319080
	08-10-2003	56	56	133372	07-07-04	89	89	234300
	08-11-2003	39	39	115200	23/02/05	26	26	56040
	16-12-2003	128	128	398220	03/03/05	82	82	130908
	28/01/2004	143	143	397680				
Gaya	28-06-2003	27	25	40204	14/09/04	10	10	Nil
Hajipur	20.05.2003	32	32	5653	27.05.04	04	Nil	Nil
	25.07.2003	19	19	18713	26.08.04	04	01	2365
	16.09.2003	17	17	6984	25.10.04	20	02	960
	09.12.2003	21	21	1048	29.12.04	10	06	9450
	18/03/2004	15	7	Nil	18.02.05	19	13	18755
	22.03.05	09	04	7542				
Katihar	24-04-2003	34	34	49392	17-05-04	20	20	36098
	10-07-2003	23	23	7420	08-07-04	32	32	29194
	18-09-2003	53	53	80874				
	27-11-2003	55	55	301838				
	28-01-2004	63	63	291296				
Kisha-nganj	13.02.2004	18	18	35788				
Khagaria								
	29-09-2003	38	38	55986	13-10-04	29	29	211960
	24-01-05	63	62	247719				
Motihari								
	11-05-2003	80	80	50054	11-05-04	35	35	25560
	30-12-2003	112	112	134256	21-07-04	57	57	63869
	31-12-2003	118	118	190171	15-09-04	23	22	1140
	08-01-2004	125	125	32746	06-11-04	36	36	21780
	20-01-2004	78	78	67856				
	11-03-2004	49	49	34595				
Munger	12-05-2003	33	33	1705	12-05-04	20	20	9400
	30-07-2003	21	21	42000	21-08-04	08	08	4500
	29-08-2003	15	15	12690				
	20-11-2003	30	30	9320				
	20-01-2004	35	35	3000				
	03.06.2003	32	32	9840	09.07.04	43	43	13000
Muzaf-farpur								
	30-07-2003	68	68	18840	13.09.04	50	50	19000
	18.10.2003	122	122	18330	09.11.04	19	19	18700
	19.12.2003	54	54	18660	23.11.04	22	22	22300
	25.01.05	68	68	40500				
	28.01.05	52	52	11750				
Patna	27-12-2003	206	190	39431	21-07-04	28	26	27962

	27-03-2004	57	52	23144	03-09-04	57	50	43400
	05-10-04	195	195	103486				
	17-12-04	46	40	28721				
	29-03-05	24	24	194353				
	30-03-05	34	34	45000				
Samas-tipur	23-08-2003	414	405	39781	30-07-04	125	105	11000
Sasaram	19-06-2003	22	17	3523	27-05-04	08	08	3841
	11-09-2003	21	10	13721	12-08-04	13	13	16383
	24-11-2003	20	10	00	15-10-04	22	22	7484
	08-01-2004	37	33	20636	21/02/05	30	30	250
	12-01-2004	09	06	00	28/03/05	28	28	650
	11-03-2004	11	11	00				
Saharsa	28-05-2003	24	24	5700	21-05-04	30	30	47450
	31-05-2003	66	66	44760	22-05-04	29	29	24689
	05-06-2003	38	38	26640				
	06-11-2003	61	61	15425				
	07-11-2003	46	46	11575				

Annexure-II

No. 12-1/2001-(PG)
Bharat Sanchar Nigam Limited
10th floor, Chandralok Building, Janpath, New Delhi-110001

Dated: 22.06.2001

To

All Heads of Telecom Circles and Districts

Sub: Holding of Telephone Adalats.

References: 18-1/87-PG&I dated 11-6-87, 18-1/87-PG&I dated 8-2-88,
18-1/87-PG&I dated 17-9-89, 18-1/87-PG&I dated 22-5-92,
18-1/87-PG&I dated Oct, 96, 2-2/2000 PEG (PG) dated 16-12-2001,
2-2/2000-PG dated 9-2-2001, 12-1/2001-PG) dated 20-3-2001

In order to bring Department and aggrieved Customer face to face and settle the customer's problems on an appointed date, it was decided to form Telephone Adalats in Telecom Circles and Districts as an internal arrangement of the departments.

Scope

The scope of Telephone Adalat as per the earlier orders was to cover all problems relating to telephone services such as excess billing complaints, service complaints, non provision/delayed provision of telephone connections etc. Now the scope of Telephone Adalats shall cover all Telecom Services provided and billed by the respective Telecom Circles/Districts. Adalat headed by CGMs can also consider the cases of appeals against the decisions of the Adalat chaired by SSA head and the cases which are not individual and/or having a repercussion in whole of the Circle. The appeal shall be based on the facts presented before the SSA Adalat. Adalat headed by SSA heads can also consider cases of excess billing which have been rejected by them as Administrative heads. Cases more than three months old only be considered by Adalats.

Jurisdiction and Venue:

The Jurisdiction of Telephone Adalats conducted by CGM shall be his Telecom Circle/District. The jurisdiction of the Telephone Adalat conducted by SSA head shall be his SSA.

Committee:

Following will be the Constitution of the Committee.

(i) Adalat headed by CGM

(a) CGM of Telecom Circle/Districts - Chairman
(b) Financial Advisor of Circle/District - Member
(c) Engineering Officer next to CGM in Circle Office - Member
(d) SR.DDG/DDGs nominated - One

(ii) List of nominee from BSNL headquarter is mentioned in Annexure-I.

Frequency Date and Time:

CGMs are to hold Adalats once in three months and SSA heads are to hold Adalats once in two months. The Adalats should be conducted at regular interval. The date and time can be decided by the Chairman of the Adalats. In case of Metro Districts CGM can hold Adalat once in three months and Area GMs may hold the Adalat once in two months. In case of SSAs where more than on CGM is holding independent charge, then all such independent GMs will hold independent Adalats for their area once in two months.

Publicity:

The information of holding Adalats by CGM and SSA head may be given wide publicity through local News Paper and Electronic Media. Concerned MP and MLAs may be intimated in advance. A gap of atleast 30 days should be provided between the date of publication and date of Adalat. Last date to receipt of applications may be 15 days before the date of Adalat.

Decision Making:

The decision of the Adalat should be in speaking order. The Adalat conducted by CGM shall evaluate the quality of Adalat conducted by his subordinates.

Record Keeping:

The consolidated information about number of cases settled, amount of rebate given and other relevant information pertaining to whole Circle may be maintained in the Circle Office. This information may be kept in the Circle web site so that customers or BSNL headquarter can have access and the credibility of Telecom Circle/District is improved. After each Circle level Adalat, the representative from BSNL HQ attending the Adalat shall give a brief (one paragraph) report through his Sr. DDG/DDG to Sr. DDG (PG) who shall maintain a record in his unit.

Sd/-
Sr. DDG (PG)
22.6.2001